

# VA Continuity of Care Document (VA CCD) User Guide

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***For questions about using My HealtheVet, use the [Contact MHV](#) link at the top of every My HealtheVet page.***

## Introduction to the VA Continuity of Care Document (VA CCD)

My HealtheVet offers Veterans who use the VA Health Care System and have a [Premium](#) account, another way to share their information. The **VA CCD** was designed to allow Veterans to electronically share their VA health information with a non-VA health care system or provider.

The **VA CCD** is a summary of essential health and medical care information from your VA health record. It gives non-VA providers access to your most important VA health information at the point of care.

At this time, the **VA CCD** can only be read by a computer application that has the capability to read or process an [.xml file](#). Because a growing number of non-VA health care systems have applications that can read a [CCD](#), it is good to download and save your **VA CCD** to a [thumb drive](#) and/or [CD](#). This way you have it available, should you want to share it.

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## What Is Needed to Use the VA Continuity of Care Document (VA CCD)

To access your **VA CCD** you must:

- Be a Veteran enrolled at a VA health care facility
- Be registered as a VA Patient in My Health<sup>e</sup>Vet
- Have a My Health<sup>e</sup>Vet [Premium](#) account

To get a My Health<sup>e</sup>Vet Premium account, you will need to go through [Authentication](#). The VA verifies a Veterans' identity by this process. This is done before allowing access to their VA health record. The first step to obtaining a Premium account is to register for a My Health<sup>e</sup>Vet account.

**Have a My Health<sup>e</sup>Vet account - [Registration](#)** is quick and easy.

Member Login  
User ID:  
Password:  
Login  
Forgot User ID?  
Forgot Password?  
First time My Health<sup>e</sup>Vet user? Register today!  
REGISTER

- When you register, enter your First Name, Middle Name and Last Name, Date of Birth, Gender and Social Security Number. If you use the VA Health Care System, it is important that this information match your VA electronic health record information. **TIP:** Use your Veterans Identification Card (VIC) information to match your VA electronic health record information.
- If you use the VA Health Care System, make sure you select the **VA Patient** checkbox (view sample below) when you register. This must be done before you get your upgraded [Premium](#) account. You will need to go through the [Authentication](#) process to upgrade your account.

**RELATIONSHIP TO THE VA**

Do you use the VA Healthcare System? Selecting **VA Patient** is the first step to gain access to:

- VA Prescription Refills
- Secure Messaging
- VA Blue Button
- Key portions of your electronic VA health record
- DoD Military Service Information (for some).

**Tell us about yourself. (Check all that apply. \*At least one is required.)**

<input checked="" type="checkbox"/> <b>VA Patient</b>	<input type="checkbox"/> Veteran Advocate/Family Member/Friend
<input type="checkbox"/> Veteran	<input type="checkbox"/> VA Employee
<input type="checkbox"/> Health Care Provider	<input type="checkbox"/> Other

If you have already registered for a My Health<sup>e</sup>Vet account and need to check that you have registered as a **VA Patient**, do the following:

- Login to My Health<sup>e</sup>Vet
- Select the **PERSONAL INFORMATION** tab
- Select the **Profiles** sub-tab
- Under **Relationship to the VA**, if you use the VA Health Care System, make sure you select the **VA Patient** checkbox
  - If **VA Patient** is not checked and you use the VA Health Care System, select this box
  - This will put a checkmark in the box
- Select the **Save** button at the bottom of the screen

## Premium Account Users and the VA Continuity of Care Document (VA CCD)

To access your **VA CCD**, you will need to upgrade your My HealtheVet account. This can be done through [Authentication](#). The VA verifies a Veterans' identity before allowing access to their VA health record by this process. This is done to protect your personal information. Before you can start to upgrade your account, you first need to be registered in My HealtheVet as a **VA Patient**. If you do not have an account, please take this time to [register](#).

After you have registered on My HealtheVet as a **VA Patient**, there are two ways to upgrade your My HealtheVet account:

### 1. In-Person Authentication (IPA)

Upgrade your account in person. This can be done at your local VA Medical Center or Community Based Outpatient Clinic (CBOC).

### 2. Online Authentication

Upgrade your account through [www.ebenefits.va.gov](http://www.ebenefits.va.gov). This is for users who have a connected eBenefits DS Logon Premium account & My HealtheVet VA Patient account.

**In-Person Authentication** can be done the next time you visit your local VA health care facility. Simply follow these three steps:

1. Print, read and sign the [VA Release of Information \(ROI\) form \(10-5345a-MHV\)](#) (PDF)
2. Take a copy of your signed form and government issued photo identification (Veterans Identification Card or valid driver's license) to your local VA health facility and give it to a qualified VA staff member
3. After the VA staff verifies your information, your My HealtheVet account can be upgraded.

**Online Authentication** is for users who have a connected eBenefits DS Logon Premium account & My HealtheVet VA Patient account. It can be done anytime, anywhere, 24/7, and you will not need to visit a VA facility. However, before you can start to upgrade your My HealtheVet account online, you need to:

- Be registered in My HealtheVet as a **VA Patient**
- Have an eBenefits/DS Logon Premium Account
- Have your My HealtheVet VA Patient account information match what is in [DEERS](#) (e.g., full name, Social Security Number, date of birth and/or gender)
- Connect your eBenefits/DS Logon and My HealtheVet Accounts.

After you have successfully [Connected Accounts](#), if you are a **VA Patient** in My HealtheVet and do not have an upgraded account, you will be asked if you would like to start to upgrade your account. Before you select **YES**, please follow these steps to start Online Authentication:

1. Download, print, and sign the [VA Release of Information \(ROI\) form \(10-5345a-MHV\)](#) (PDF)
2. Mail your signed form to the Release of Information Office at your local VA health care facility. You can use the [Facility Locator](#) to find the address
3. Select **YES - UPGRADE MY ACCOUNT**

**Note:** Please allow up to 20 business days to complete the Online Authentication process.



## VA Continuity of Care Document (VA CCD) and VA Blue Button

The [VA Blue Button](#) makes it easy to share your data with a non-VA health care provider. It is a tool that gives you a detailed view of your My Health<sup>e</sup>Vet information. As a registered user of My Health<sup>e</sup>Vet, you can use **VA Blue Button** to view, print and download your self-entered personal information. Based on your My Health<sup>e</sup>Vet account type, you may also be able to access specific **VA Blue Button** features. The three account types available are: Basic, Advanced and Premium. For more information about these accounts, go to [My Health<sup>e</sup>Vet Account Types](#).

If you have registered on My Health<sup>e</sup>Vet as a VA Patient and have an upgraded [Premium](#) account, you may have access to some information from your personal VA health record and/or Department of Defense (DoD) Military Service Information. You will also have access to your **VA CCD**.

Your **VA CCD** is not intended to be a complete medical history. It only contains a summary of essential health and medical care information from your VA health record.

There are key differences between **VA Blue Button** and **VA CCD**:

### VA Blue Button:

- Information is available in three file formats (PDF, txt. and .bluebutton).
- You are able to print, save and/or download your information.
- May contain a combination of information:
  - Self-entered (all account types)
  - VA medications (Advanced Account)
  - Key portions of your VA health record (Premium Account)
  - DoD Military Service Information (for some Veterans with an Advanced or Premium Account)
- You can customize the types of information to include and the date range of the information.

### VA CCD:

- Information is provided in an .xml file format.
- Contains pre-selected clinical information from your VA health record.
- Your health data is organized and transportable.
- You can download and save the file; however, you may not be able to read the file within your browser.
- Your file is only viewable to providers who have the capability to read or process .xml files.
- The file contains standardized information and cannot be customized.

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## General Information

- If you use the VA Health Care System and want to access your **VA CCD** and view parts of your official VA health record and/or DoD Military Service Information, you must complete the [Authentication](#) process.
- Your **VA CCD** is an electronic document that is only available in an .xml file format. It can be displayed by modern electronic medical record systems and some web browsers (e.g. Internet Explorer 9.0.8112 and Firefox 16.0.2).
- To access your **VA Blue Button** as well as your **VA CCD**, you need a computer with a browser and Internet access. Some people have Internet access in their home. Public libraries and Internet cafés also provide Internet access. If you want to download your health information using a public computer, consider saving your information to a [CD](#) or [thumb drive](#). You need to have access to a printer connected to the computer if you want to print your health information.
- You are the only one who can view your health information in My HealtheVet. You choose with whom to share your information. If you want someone else to view your health information, you must give it to that person.
- You are responsible for [protecting your personal health information](#) you print out or download. *It is important to protect your information.* Protect this information the same way you would protect your banking or credit card information. Do not leave your printed information in a printer. Do not save your downloaded information to a public computer. When using a public computer, save your health information to a CD or a thumb drive. Remember to take the CD or thumb drive with you when you finish.

**IMPORTANT:** Please note that any information entered in your My HealtheVet account is for you only and is not shared with your VA facility. If you need to update the information in your official VA record, including the mailing address for your VA prescriptions, please contact the appropriate office at your local VA facility.

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## How to Find the VA Continuity of Care Document (VA CCD)



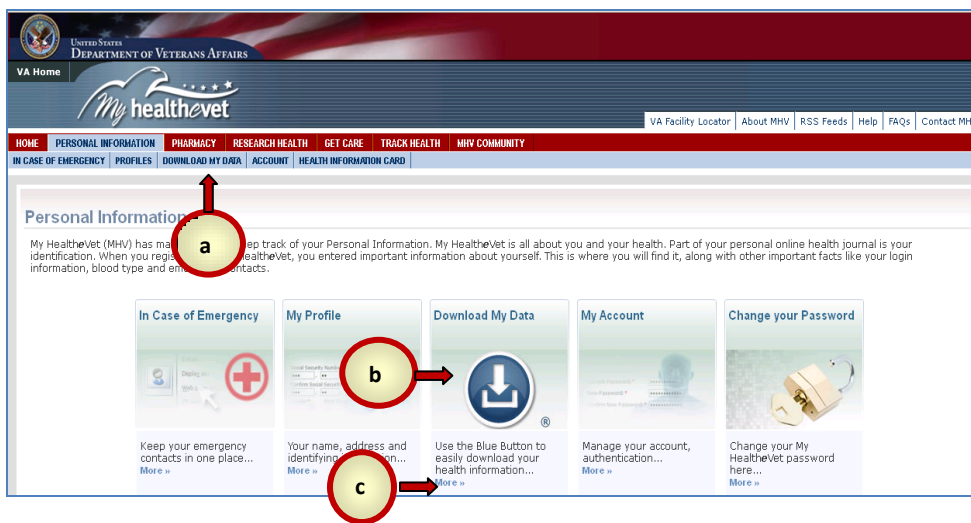
1. To use the **VA CCD** you must have a [Premium](#) My Health eVet account.

2. You can Login to your personal account from any page in My Health eVet. Enter your **User ID** and **Password** in the Member Login area and then select the **Login** button.


3. There are two ways you can access the **VA CCD**:

- You can select the **PERSONAL INFORMATION** tab at the top of the page. This will take you to the **PERSONAL INFORMATION** page.
- You can select **Download My Data**, next to the image of the VA Blue Button. This will take you straight to the Blue Button page where you will have the option to **Download My Continuity of Care Document (VA CCD) data**.

4. If you selected the **PERSONAL INFORMATION** tab, this page will appear. There are three ways on the **PERSONAL INFORMATION** page to access the Blue Button.



You can also:

- a. Select the **DOWNLOAD MY DATA** tab at the top of the page
- b. Select the **Blue Button** image in middle of the page 
- c. Or, select the word **More>>** under the **Blue Button** image.



## Using the VA Continuity of Care Document (VA CCD)

To access your **VA CCD** you must have an upgraded My HealtheVet [Premium](#) account. It contains information that may help your non-VA health care team and provider better manage your health care. Your health information is presented in an organized way that can be electronically exchanged with non-VA health care systems and non-VA providers. Your **VA CCD** is not a complete record of your VA medical history. It only includes essential information necessary for the safe and effective continuation of your care.

Information in your **VA CCD** is provided in an [.xml file format](#). This standardized exchange file format can only be displayed by applications that support .xml files. You can save/download your **VA CCD** to a [thumb drive](#) and/or [CD](#). This way it is portable and can be easily shared.

### My Download Request

**Blue Button Download My Data** | My Download Request

[Blue Button User Guide](#) | [VA CCD User Guide](#) | [Learn More](#) | [Protecting Your Personal Health Information](#)

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**VA Blue Button**

The VA Blue Button is simple, safe, and reliable. You can view, print or download all of the personal health information currently available in your My HealtheVet account. Having this information to share with people you trust may help you better manage your overall health. View a list of the current [VA Blue Button Features](#).

You can get your **VA Blue Button** information in three file formats:

- Adobe PDF file format that is easy to read and print (.pdf file)
- Simple text format (.txt file)
- Custom Blue Button text format (.bluebutton file)

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**VA Continuity of Care Document (VA CCD)**

If you have an upgraded My HealtheVet [Premium](#) account you may also download your **VA Continuity of Care Document (VA CCD)**. This is a standard electronic exchange document. It is used for sharing patient information. This is a summary and not intended to be a copy of your complete VA health record. To learn more about this feature, visit [VA CCD](#).

☒ Download my customized Blue Button data  
☐ Download my [VA Continuity of Care Document \(VA CCD\)](#) data ← **3**

\*This format may not be viewable in your browser

**Continue** **Cancel**

**4** ↑

⚠️ Your information and your identity. Send your information to a safe site or device that you or someone you trust controls. Remember, once you have downloaded your information from My HealtheVet, it is your responsibility to keep it safe and private. Learn more about [protecting your personal health information](#).

**This is your personal health information. Your health care professional does not have access to this information unless you share it.**

To download your **VA CCD**:

**1. Login** My HealtheVet

**2.** If you have a [Premium](#) account, you will have an option to select one of the following files:

- ☒ Download my customized Blue Button data
- ☐ Download my VA Continuity of Care Document (VA CCD) data

**NOTE:** If you do not have a Premium account these options are not available and you will only see the button to continue.

**3.** Select **Download My Continuity of Care Document (VA CCD) data**


**4.** Select the **Continue** **Continue** button.



## My VA CCD Download Results


Once you have selected to continue, you will be brought to the **My VA CCD Download Results** page.

Here you will be presented with the information you have selected to download. You will also have the option to refresh your **VA CCD** data.

**Blue Button  
Download  
My Data**<sup>®</sup>

My VA CCD Download Results

[VA CCD User Guide](#) | [Learn More](#) | [Protecting Your Personal Health Information](#)

 **Updates to your VA CCD are still in progress.**  
[Refresh](#)


Your [VA Continuity of Care Document \(VA CCD\)](#), contains essential health and medical care information from your VA Electronic Health Record. The VA CCD was designed to allow you to share a summary of your VA health information with a non-VA health care system or provider. This is a summary and not intended to be a copy of your complete VA health record. At this time, the VA CCD can only be read by a computer application that has the capability to read or process an .xml file.

A growing number of non-VA health care systems have applications that can read a CCD. It is a good idea to download and save your VA CCD to a thumb drive and/or CD. This way you have it available, should you want to share it. Be sure to protect the CD or thumb drive containing your VA CCD information.

The results of your VA CCD download request are shown below.

**Personal Health Information of NWHINONE NWHINZZTESTPATIENT**


Download Your VA CCD

File Contents	File Name	Request Date	Status	Option to Retrieve Data
VA CCD	mhv_VA_CCD_NWHINZZTESTPATIENT_20121127_0000	27 Nov 2012 @ 0000	 Updates in Progress	

It is important to [protect your personal health information](#).

- The information in your VA CCD may be updated once each day
- You can cancel your download at any time
- Be sure to save any downloads in a safe place
- Anytime you view or download information from the Internet it is possible to create a temporary file on the computer you are using. Please be aware of this when opening a file on a computer you do not control
- All requests to download your personal health information from My HealtheVet are tracked. You can see these requests in your Account Activity History

[Cancel](#)

 Protect your information and your identity. Send your information to a safe site or device that you or someone you trust controls. Remember, once you have downloaded your information from My HealtheVet, it is your responsibility to keep it safe and private. Learn more about [protecting your personal health information](#).

**This is your personal health information. Your health care professional does not have access to this information unless you share it.**

This page also gives you a table displaying the results of your download request.

DOWNLOAD YOUR DATA					
File Contents	File Name	File Size	Request Date	Status	Option to Retrieve Data


- **File Contents** shows that you have **Selected VA CCD**
- **File Name** puts a label on your data to help you find it, if you decide to download.
- **Request Date** shows you the date and time you made your request.
- **Status** lets you know where your request is (**Ready to Download**).
- **Option to Retrieve Data** will allow you to download your data.

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## Information Update Complete

Once your data has been updated you will now have the option to download your **VA CCD**.

**Blue Button  
Download  
My Data**®

My VA CCD Download Results

[VA CCD User Guide](#) | [Learn More](#) | [Protecting Your Personal Health Information](#)

 **Your information update is complete.**

Your [VA Continuity of Care Document \(VA CCD\)](#), contains essential health and medical care information from your VA Electronic Health Record. The VA CCD was designed to allow you to share a summary of your VA health information with a non-VA health care system or provider. This is a summary and not intended to be a copy of your complete VA health record. At this time, the VA CCD can only be read by a computer application that has the capability to read or process an .xml file.

A growing number of non-VA health care systems have applications that can read a CCD. It is a good idea to download and save your VA CCD to a thumb drive and/or CD. This way you have it available, should you want to share it. Be sure to protect the CD or thumb drive containing your VA CCD information.

The results of your VA CCD download request are shown below.

**Personal Health Information of Charles Brown**


**Download Your VA CCD**

File Contents	File Name	Request Date	Status	Option to Retrieve Data
VA CCD	mhv_VA_CCD_Brown_20121202_1323	02 Dec 2012 @ 1323	Ready to Download	<b>Download Your VA CCD</b>

It is important to [protect your personal health information](#).


- The information in your VA CCD may be updated once each day
- You can cancel your download at any time
- Be sure to save any downloads in a safe place
- Anytime you view or download information from the Internet it is possible to create a temporary file on the computer you are using. Please be aware of this when opening a file on a computer you do not control
- All requests to download you personal health information from My HealtheVet are tracked. You can see these requests in your Account Activity History

**Cancel**

 Protect your information and your identity. Send your information to a safe site or device that you or someone you trust controls. Remember, once you have downloaded your information from My HealtheVet, it is your responsibility to keep it safe and private. Learn more about [protecting your personal health information](#).

**This is your personal health information. Your health care professional does not have access to this information unless you share it.**

At the top of the **My Download Request** page and the **My VA CCD Download Result** page there is a **Learn More** link.

 **Blue Button  
Download  
My Data**®

My Download Request

[Blue Button User Guide](#) | [VA CCD User Guide](#) | [Learn More](#) | [Protecting Your Personal Health Information](#)

**VA Blue Button**

The VA Blue Button is simple, safe, and reliable. You can view, print or download all of the personal health information currently available in your My HealtheVet account. Having this information to share with people you trust may help you better manage your overall health. View a list of the current [VA Blue Button Features](#).

You can get your **VA Blue Button** information in three file formats:

- Adobe PDF file format that is easy to read and print (.pdf file)
- Simple text format (.txt file)
- Custom Blue Button text format (.bluebutton file)

**VA Continuity of Care Document (VA CCD)**


If you have an upgraded My HealtheVet [Premium](#) account you may also download your **VA Continuity of Care Document (VA CCD)**. This is a standard electronic exchange document. It is used for sharing patient information. This is a summary and not intended to be a copy of your complete VA health record. To learn more about this feature, visit [VA CCD](#).

☒ Download my customized Blue Button data

☐ Download my [VA Continuity of Care Document \(VA CCD\)](#) data\*

\*This format may not be viewable in your browser

[Continue](#) [Cancel](#)

 Protect your information and your identity. Send your information to a safe site or device that you or someone you trust controls. Remember, once you have downloaded your information from My HealtheVet, it is your responsibility to keep it safe and private. Learn more about [protecting your personal health information](#).

**This is your personal health information. Your health care professional does not have access to this information unless you share it.**

To get more information on the **VA Blue Button** and **VA Continuity of Care Document** select the **Learn More** link.


The **Learn More** page gives you a brief summary about what **VA Blue Button** and **VA Continuity of Care Document** are and the benefits of using them.

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## Protecting Your Personal Health Information

At the top of the **My Download Request** page and the **My Download Result** page there is a link that takes you to information about the importance of protecting your personal health information.

**Blue Button  
Download  
My Data**®

My Download Request

[Blue Button User Guide](#) | [VA CCD User Guide](#) | [Learn More](#) [Protecting Your Personal Health Information](#)

**VA Blue Button**

The VA Blue Button is simple, safe, and reliable. You can view, print or download all of the personal health information currently available in your My HealtheVet account. Having this information to share with people you trust may help you better manage your overall health. View a list of the current [VA Blue Button Features](#).

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**VA Continuity of Care Document (VA CCD)**

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☒ Download my customized Blue Button data

☐ Download my [VA Continuity of Care Document \(VA CCD\)](#) data\*

\*This format may not be viewable in your browser

Continue

Cancel

 Protect your information and your identity. Send your information to a safe site or device that you or someone you trust controls. Remember, once you have downloaded your information from My HealtheVet, it is your responsibility to keep it safe and private. Learn more about [protecting your personal health information](#).

**This is your personal health information. Your health care professional does not have access to this information unless you share it.**

To read more about why it is important to protect your personal health data, select the **Protecting Your Personal Health Information** link.

### Protecting Your Personal Health Information

The Department of Veterans Affairs takes safeguarding and protecting your information very seriously. You should, too. You control access to your personal information. It is your responsibility to keep your information private and protected. To help protect your privacy, MyHealtheVet is providing you with some important points to remember:

#### Passwords

- Keep your passwords secret, safe and secure. If you need to write them down, put them in a safe, secure place
- You should not share your password with others. Treat your password like you would your credit card. Remember, your passwords open up records to your personal information
- Consider changing your password every so often or if you ever think someone might know what it is. (The recommendation is to change your password every three months.)
- Do not re-use your password on other sites. This may allow others to steal your password from less secure websites
- Choose a smart password. Your password is your first line of defense

#### Downloading Information

If you download your health or service information, make sure it is to a safe and secure location like:

- You may want to download your information to a CD or flash drive. If so, consider purchasing an encrypted flash drive. You may also encrypt or require a password to access a CD
- Keep your flash drive or other device in a safe place - just like you do all of your other important information
- When you no longer need the information on your flash drive or CD, erase it

#### Printing

- Keep paper copies in a safe and secure place like a locked desk drawer or a personal safe
- Make sure you take all printed pages from the printer. We know it is easy to get distracted and leave something behind, do not let that something be your personal information!
- Destroy paper copies you no longer need by shredding or burning them

#### Sharing

- If you share paper copies of your records or flash drives with family members or caregivers, make sure that they safeguard your information too!
- Avoid sharing your password with others. Remember, you control access to your personal health information. Protect it and keep it safe
- Do not share your VA Blue Button file by sending it to someone by email. Email is not secure and can travel over the Internet without protection

#### Email

- Email is not secure and can travel over the Internet without protection. Because of this, someone other than the sender can tamper with it
- You should not send emails that contain personal information. This includes social security number, full name, street address, birth date, mother's maiden name, or any information or combination of information that can be used to personally identify you or someone else
- If you wish to send your information by email, you need to use encryption software to protect your message and any file you attach to your email. You can learn much more from [US-CERT](#)

Close

To leave the **Protecting Your Personal Health Information** page, select the **Close**

Close

 button at the bottom of the page. This will take you back to the page you were on when you selected **Protecting Your Personal Health Information**

Throughout the Blue Button pages, there will be the following reminders about the importance of protecting your health information:



Protect your information and your identity. Send to a safe site or device that you or someone you trust controls.

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## Account Activity History

The Account Activity History lets you know who saw your account, when a change was made, and what the change was. With this feature, you can view and print up to **12 months** of your account activity. My HealtheVet guards your privacy. You can read more about this in the **Privacy & Security** link available at the bottom of each My HealtheVet page.

### To View your Account Activity History

The screenshot shows the My HealtheVet interface. Callout 2 points to the 'PERSONAL INFORMATION' tab. Callout 3 points to the 'ACCOUNT' sub-tab. Callout 4 points to the 'Account Activity History' link in the left sidebar. Another callout 4 points to the 'Account Activity History' section header in the main content area.

To see your Account Activity History:

1. Login to your My HealtheVet account
2. Select the **Personal Information** Tab at the top of the page
3. Select the **Account** sub-tab
4. Select **Account Activity History**.

**Account Activity History**

Printer Friendly | Help

**Account Activity Summary for** [Name]

With this feature, you can view and print up to **12 months** of your account activity (such as logins and password changes).

**View Activities within a date range:**

You can view activities dating back to **Oct 3, 2011**

**From:** Oct 03 2011 [Calendar icon]

**To:** Oct 03 2012 [Calendar icon]

**Performed By:** Everyone [Dropdown menu]

36 items found, displaying 1 to 10  
First/Prev 1, 2, 3, 4 Next/Last  
Number of rows to display per page: 10 25 50 100

Date/Time	Performed By	Activity	Action	Result
10/3/2012 1:59 PM CDT	Self	Login/Logout	Login	Successful
10/3/2012 1:59 PM CDT	Self	Login/Logout	Logout	Successful
10/3/2012 1:58 PM CDT	Self	Download	Download My Custom Data bluebutton	Successful
10/3/2012 1:58 PM CDT	Self	Download	Download My Custom Data	Successful
10/3/2012 1:58 PM CDT	Self	Download	Download My Custom Data pdf	Successful
10/3/2012 1:58 PM CDT	Self	Download	Print My Custom Data	Successful
10/3/2012 1:58 PM CDT	Self	Download	View My Custom Data	Successful
10/3/2012 1:57 PM CDT	Self	Download	Custom Download Requested	Successful
10/3/2012 1:54 PM CDT	Self	Login/Logout	Login	Successful
10/3/2012 1:22 PM CDT	Self	Login/Logout	Login	Successful

36 items found, displaying 1 to 10  
First/Prev 1, 2, 3, 4 Next/Last  
Number of rows to display per page: 10 25 50 100

When you open the **Account Activity History** page, you see a table with the type of activity, who did it, the date and time it was done, action and result. If there is activity you do not understand, please contact the My HealtheVet Help Desk by selecting the **Contact MHV** tab.

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**View Activities within a date range** – lets you choose the dates for the activities you want to view.

The screenshot shows the 'Account Activity History' page. A red box highlights the 'View Activities within a date range:' section. Three numbered red circles with arrows point to specific elements: circle 1 points to the 'From:' date selector, circle 2 points to the 'To:' date selector, and circle 3 points to the 'Search' button. The page displays a table of activities for user 'TESTE MHV/TESTE' with columns: Date/Time, Performed By, Activity, Action, and Result. The table shows several 'Download' and 'Login/Logout' events from 8/16/2010.

To set a date range:

1. In the **From:** section use the drop down lists to enter your start day, month, and year.
2. In the **To:** section use the drop down lists to enter your stop day, month, and year.
3. To see your activities within your chosen date range, select the **Search** button.

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**View Activities Performed By** – lets you sort activities based on who has accessed your account.

The screenshot shows the 'Account Activity History' page. A red box highlights the 'Performed By' dropdown menu, which is currently set to 'Everyone'. The page displays the same table of activities as the previous screenshot. The 'Search' button is also visible.

To sort activities based on who has accessed your account, choose one of the options from the **Performed By** dropdown list:

- Everyone
- Everyone But Self
- Help Desk Administrator
- MHV Authenticator
- Self
- System
- Unknown

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## Account Activity History – To View Details Page

To access a detailed view of your **Account Activity History**, select the link to the activity about which you want to more information about.

The screenshot shows the 'Account Activity History' page. It includes a sidebar with links like 'Account', 'Change Password', 'Account Activity History', and 'In Person Authentication'. The main content area has a title 'Account Activity History' and a 'Printer Friendly' link. Below this is an 'Account Activity Summary for' section with a date range selector (From: Aug 16, 2009; To: Aug 16, 2010) and a 'Performed By' dropdown set to 'Everyone'. A search button is present. Below the search is a table of activities. The first row is highlighted, and the 'Download' link in the 'Activity' column is red. The table has columns: Date/Time, Performed By, Activity, Action, and Result.

Date/Time	Performed By	Activity	Action	Result
8/16/2010 4:39PM EDT	Self	Download	Download Requested	Successful
8/16/2010 4:35PM EDT	Self	Download	Download Completed	Successful
8/16/2010 4:26PM EDT	Self	Download	Download Requested	Successful
8/16/2010 4:18PM EDT	Self	Login/Logout	Login	Successful
8/16/2010 4:18PM EDT	Self	Login/Logout	Login	Successful

You can view details about an activity by selecting the link for that activity under the **Activity** column.

This will take you to the **Details Page**.

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## Account Activity History – Details Page

The screenshot shows the 'Account Activity History' details page. It includes a sidebar with links like 'Account', 'Change Password', 'Account Activity History', and 'In Person Authentication'. The main content area has a title 'Account Activity History' and a 'Printer Friendly' link. Below this is an 'Account Activity Summary for' section with a date range selector (From: Aug 16, 2009; To: Aug 16, 2010) and a 'Performed By' dropdown set to 'Everyone'. A search button is present. Below the search is a table of activities. The first row is highlighted, and the 'Download' link in the 'Activity' column is red. The table has columns: Date/Time, Performed By, Activity, Action, and Result.

Date/Time	Performed By	Activity	Action	Result
08/17/2010 10:57 CST	Self	Download	Download Requested	Successful

The **Details Page** gives you information about a selected activity and includes:

- Date/Time
- Performed by
- Activity
- Activity details
- Action
- Results

Select the **Return to Summary**

**Return to Summary** button to return to the **Account Activity History** table.

If you chose to customize your download, your **Account Activity History** may show the following actions:

- Custom Download Requested
- View My Custom Data
- Print My Custom Data
- Download My Custom Data
- Download My Custom Data .pdf
- Download My Custom Data bluebutton
- Download My VA CCD
- VA CCD Download Requested

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## Frequently Asked Questions, Help and Contact MHV

At the top of every page is a white bar where you can get support.

Select **FAQs** to take you to **Frequently Asked Questions** and get answers to common questions about the **VA Continuity of Care Document (VA CCD)**.

Select **Contact MHV** to send a message to the My HealtheVet Help Desk.

The screenshot shows the My HealtheVet website interface. At the top is a blue header with the United States Department of Veterans Affairs logo and the 'My HealtheVet' logo. Below the header is a navigation bar with links: HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, and MHV COMMUNITY. A search bar is located on the right side of the navigation bar. The main content area is divided into several sections:

- Service Interruptions:** A notice about unexpected 'bumped off' status after logging on, advising users to contact their local VA pharmacy and visit the VA Facility Locator online.
- New Registration:** A notice about the suspension of new VA Patient registrations from September 29 to September 30 due to system maintenance.
- Upgrading to a Premium Account:** A section explaining the process of upgrading to a Premium account, which involves authentication to verify user identity.
- Member Logout:** A section with a 'Logout' button and a 'Logged On As:' field.
- Quick Links:** A list of links including Veterans Crisis Line, Authentication, RSS Feeds, and Flu Information.
- In the Spotlight:** A section featuring a photo of a group of people and the title 'Back to School: Transitioning from Servicemember to Student'.
- Download My Data:** A link to download personal data.
- Prescription Refill:** A link to request a prescription refill.

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### Data

Data is your health information in words and numbers. Blue Button refers to health information and numbers you entered in My Health**e**Vet and the copies from your official VA electronic health record as your data.

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### Compact Disc (CD)

A Compact Disc (also known as a CD) is a round disc used to store information from your computer. A CD is portable and requires special handling to prevent damage to the recording. A CD is one of the most common ways to store information.

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### Thumb drive

A thumb drive is a small electronic device used to store information from your computer. It is also known as a flash drive or pen drive. A thumb drive is lightweight, portable and easy to use for moving information. It fits into the USB slot on a computer. Then the computer can read your transferred information.

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### Authentication

Authentication is a process used to verify a My Health**e**Vet user's identity before allowing them access to their VA health record. This process must be completed to get an upgraded Premium\_My Health**e**Vet account.

Veterans with a Premium account are able to:

- View **VA Chemistry/Hematology** Lab results
- Receive information on their **VA Appointments**, including email reminders
- View **VA Allergy and Adverse Reactions** records
- Receive **VA Wellness Reminders**
- View additional parts of their VA health record, as they become available
- Use **Secure Messaging** to communicate with their VA health care team
- View Department of Defense (DoD) **Military Service Information** (for some Veterans)

Veterans can upgrade their account through either In-Person or Online Authentication. Before Authentication can occur, a Veteran must be:

- Enrolled at a VA health care facility
- Registered as a **VA Patient** in My Health**e**Vet

To upgrade their account online, a Veteran will also need to:

- Have a DS Logon Premium Account
- Have their My Health**e**Vet account information (full name, Social Security Number, date of birth, and gender) exactly match what is in [DEERS](#)
- Connect their DS Logon Premium account and their My Health**e**Vet account (to learn more, visit [Connecting Accounts: Frequently Asked Questions](#))

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## Continuity of Care Document (CCD)

A CCD is an electronic document (in an .xml file format\*). It uses recognized standards to support the effective exchange of information between health care providers.

The goal of a CCD is to:

- Provide a summary of a patient's essential health and medical care information that can be used for the continued care of the patient.
- Allow for information about the patient in one health system to be exchanged with another health system that is providing care to the patient.
- Be used by patients within other computer applications or systems that can accept this type of file.

*\*This file is only viewable to health care systems and providers who have the capability to read or process an .xml file.*

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## .xml file

.xml is a kind of file format that stands for Extensible Markup Language. It is only viewable to providers and health care systems that have the capability to read or process .xml files.

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